**ELECTRONIC COMMERCE IMPLEMENTATION PLAN
FOR
FISCAL YEARS (FY) 1999 AND 2000**

- **Major Initiatives**

Exhibit I at the conclusion of this implementation plan identifies the specific building block(s) in the Governmentwide Electronic Commerce Strategic Plan which the initiative supports. Exhibit II relates each of the specific initiatives targeted for FYs 1999 and 2000 to the policy principles outlined in the Governmentwide Electronic Commerce Strategic Plan.

Acquisition Initiatives

The Office of Acquisition and Grants' (OAG) electronic commerce strategy for FYs 1999 and 2000 is as follows:

1. Maximize use of existing technology and investments. This includes continuing with existing initiatives as detailed in the FY 1998 accomplishments portion of this report describes.

2. Develop and improve processes through the use of technology that improve workflow, increase availability of timely data to the end users within and outside of the Agency and minimize the difficulty of doing business with the Federal Government.

3. Utilize the Internet for all phases of the procurement process, as security issues are resolved.

4. Integrate with other components throughout the Agency in implementing electronic commerce initiatives.

5. Continue to participate in governmentwide initiatives to develop access to government business opportunities through a single, governmentwide point of entry while making access to SSA's business available through existing government-sponsored Web pages.

Specific initiatives for achieving the above strategy is detailed below:

- Elimination of paper award documents by the end of 1999 with Internet or Intranet access to all award information.

  ➢ *Vendor Registration over the Internet* – Currently vendors who want to be registered with SSA download the SF-129, fill it out and mail it back to SSA. This process will be enhanced so that the application can be filled out online and input directly into SSA's Solicitation Mailing List Database. When this online registration is complete, SSA will be postured for the next phase, which is the online Award Notification to Registered Vendors.

  SSA began to develop an online registration process several years ago by trying to utilize the Central Contractor's Registration (CCR) Database. However, SSA encountered several problems with its use of this database. SSA does business with a very limited number of vendors in comparison with the number being captured by the CCR. The CCR database had no capability to selectively download just vendors that SSA was interested in doing business with. The volume of data that was being downloaded, translated, and then stored was not practical for SSA to manage and use effectively.

  ➢ *Online Award Notification over the Internet* – SSA is in the development phase of a vendor-directed posting of awards over the Internet. This phase will greatly minimize the volume of awards printed, copied and mailed throughout the agency.

  ➢ *Online Award Notification over the Agency Intranet for Finance and Supply* – SSA is also developing an Intranet page for the Office of Finance and the Supply Office that will post awards as they are made in a format that is useful to each of these offices. The goal is to eliminate printed awards being sent to either of these offices.

> ➤ *Online Award Notification over the Agency Intranet for the Project Officer and Requisitioning Office* – SSA is developing an Intranet page that will fulfill the requirements of these offices eliminating the need for printed awards being sent to either of these offices.

- Linking of CBD notices on the CBDNet directly to OAG's solicitation home page.

  This will combine the searching capabilities of the CBDNet with the details and accuracy of OAG's solicitation home page.

- Directed requests for quotations over the Internet from OAG's Internet site.

- Interface with the Electronic Posting System (EPS).

- Improving search capabilities on the OAG Solicitation home page.

- Expanded use throughout the procurement community of online purchasing tools, with an interface to the Agency Acquisition Management Software.

- Continued evaluation and analysis of commercial-off-the-shelf contract writing systems to determine the desirability of replacing or updating/enhancing the existing OAG Acquisition Management and Operating Systems and CompuSearch FARA systems.

Payment Initiatives

The following items are funded for FY 1999 through Key Initiative 63 in the SSA Financial Systems 5-year plan. None of the other items, as of this submission, are funded through the Agency Financial Systems plan.

- ◆ Key Initiative 63 Funded Items

  - Implement Voice Response system to allow vendors telephone access to paid invoice and other information.

- Implement document imaging systems that will allow for electronic receipt of invoice data, electronic payment and fax-back capabilities in a paperless process.

- Implement linkages between SSA's Travel Manager software and its core accounting and payment systems for paperless travel processing as well as electronic payments to employees.

♦ <u>Other Initiatives</u>

- Continue and expand existing initiatives to increase vendor enrollment in Electronic Funds Transfer (EFT).

- Continue and expand existing initiatives to increase enrollment in EFT for employee payments (97.5 percent EFT).

- Continue and expand the existing initiative to receive vendor invoices through EDI.

- Implement an EDI invoice interface with Citibank for the governmentwide credit card program.

- Enhance existing Web technology to capture ACH enrollment information, capture electronic invoices prepared by vendors and provide payment status and information to vendor community as well as employees.

- Coordinate with banking industry to electronically transfer requests and capture financial account information for beneficiaries.

- Continue efforts to electronically capture Regional Medical Consultant billing data for ACH payment.

- Plan and coordinate for implementation of IGOTS. IGOTS will replace the existing Online Payment and Collection/Simplified Intergovernmental Billing and Collection (OPAC/SIBAC) intergovernmental payment systems by using commercial purchase card mechanisms for purchases between Federal Government departments.

- Plan and implement an electronic reservation system for servicing SSA employees in conjunction with the Travel Management Centers located throughout the country.

- **Milestones and Measures**

  <u>Acquisition Initiatives – FY 1999/2000 Planned Activities</u>

  - Vendor registration over the Internet – *Fourth Quarter, FY 1999.*

  - Online award notification over the Internet – *Fourth Quarter, FY 1999.*

  - Online award notification over the agency Intranet for Finance and Supply – *Fourth Quarter, FY 1999.*

  - Online award notification over the agency Intranet for the Project Officer and Requisitioning Office – *Fourth Quarter, FY 1999.*

  - Linking of CBD notices on the CBDNet directing to OAG's solicitation home page – *Fourth Quarter, FY 1999.*

  - Directed requests for quotations over the Internet from OAG's Internet site – *Third Quarter, FY 2000.*

  - Interface with the Electronic Posting System – *Ongoing through FY 1999.*

  - Improving search capabilities on the OAG solicitation home page – *Ongoing through FY 1999 and FY 2000.*

- Expanded use throughout the procurement community of online purchasing tools, with an interface to the agency Acquisition Management Software – *Ongoing through FY 1999 and FY 2000.*

- Continued evaluation and analysis of commercial-off-the-shelf contract writing systems to determine the desirability of replacing or updating/enhancing the existing OAG AMOSS and CompuSearch FARA systems – *Fourth Quarter, FY 1999.*

Payment Initiatives – FY 1999/2000 Planned Activities

- Continue and expand existing initiatives to increase vendor enrollment in EFT – *Ongoing through FY 1999 and FY 2000.*

- Continue and expand existing initiatives to increase enrollment in EFT for employee payments – *Ongoing through FY 1999.*

- Continue and expand the existing initiative to receive vendor invoices through EDI.

    ♦ *FY 1999 – All quarters*

      During FY 1999 we will be converting existing Trading Partners to the Year 2000 (Y2K) version of the EDI standards. All of our existing trading partners have projects underway to upgrade their billing systems and interfaces.

    ♦ *FY 2000 – All quarters*

      Expand our search for EDI capable industries and vendors that are dealing with SSA on a volume basis.

- Implement an EDI invoice interface with Citibank for the governmentwide credit card program – *FY 1999; First Quarter – Develop Purchase Card Interface for invoices and payments; Second Quarter – Implement Purchase Card Interface.*

- Develop an EDI electronic certification process

  - *FY 1999 – Fourth Quarter*

    Identify infrastructure, hardware and software resources/requirements needed to adequately deliver and control EDI billing information to headquarters and field offices for electronic certification.

  - *FY 2000 – Fourth Quarter*

    Acquire and develop appropriate resources for pilot operation of an electronic delivery interchange certification and tracking system.

- Implement voice response system to allow vendors telephone access to paid invoice and other information – *Third Quarter FY 1999.*

- Enhance existing Web technology to capture ACH enrollment information, capture electronic invoices prepared by vendors and provide payment status and information to vendor community as well as employees – *Fourth Quarter.*

- *FY 2000*

- Coordinate with banking industry to electronically transfer requests and capture financial account information for beneficiaries – *Fourth Quarter FY 2000.*

- Continue efforts to electronically capture regional medical consultant billing data for ACH payment – *Fourth Quarter FY 1999.*

- Implement document imaging systems that will allow for electronic receipt of invoice data, electronic payment and fax-back capabilities in a paperless process – *Fourth Quarter FY 2000.*

- Plan and coordinate for implementation of IGOTS. IGOTS will replace the existing OPAC/SIBAC intergovernmental payment systems by using commercial purchase card mechanisms for purchases between Federal Government departments – *Third Quarter FY 2000.*

- Implement linkages between SSA's Travel Manager software and its core accounting and payment systems for paperless travel processing as well as electronic payments to employees – *Fourth Quarter FY 1999.*

- Plan and implement an electronic reservation system for servicing SSA employees in conjunction with the Travel Management Centers located throughout the country – *Fourth Quarter FY 2000.*

<u>Measures</u>

Each of the anticipated initiatives detailed above all target providing both internal and external users of our acquisition and payment systems a more effective means for accessing, utilizing, and updating these systems. As such, the measurement of the accomplishment of these initiatives and the results of their implementation is a measurement of the improvement in the specific process. The proposed initiatives are designed to make dong business with SSA easier, more responsive and more effective. Input from users is a key element in assessing the success of each of these initiatives.

OAG's current performance measurement surveys include questions targeted specifically on the automation tools in use and their ease of use. This information will be utilized to assess the improved effectiveness of the systems within OAG's purview. As well, current management information tracking systems will be able to provide information on improved timeliness resulting from implementation of new EC tools.

- **Management Structures and Processes**

  - *Management structures and/or processes being used to integrate and/or coordinate electronic commerce planning, investment, implementation, and evaluation across procurement, financial, information technology and program offices throughout the Agency.*

    The existing structure of SSA assures that there is coordination on all electronic commerce initiatives across affected organizations. The Office of Budget (OB), OAG, the Office of Financial Policy and Operations (OFPO) and the Information Technology Systems Review Staff (ITSRS) all

report directly to the Office of the Deputy Commissioner
for Finance, Assessment and Management. As well,
initiatives developed by programmatic offices must be
coordinated with OB for funding purposes. As well, the
Office of Systems (OS) must coordinate with the ITSRS and
OB for project approval and funding authorizations of
desired initiatives.

Thus, the current organizational structure of SSA assures
that cross-component coordination on planning, investment,
implementation and evaluation will occur. With limited
resources (staffing and dollars), the Agency must assure
that it gets the most benefit from each dollar spent.
Therefore, proposed initiatives receive intense scrutiny
and evaluation from affected components to assure that the
initiative will give the Agency the best return possible on
its investment.

- *Interagency electronic commerce groups in which SSA
  participates, Agency initiatives that are supported through
  participation in each group, and steps taken to ensure
  representation is cross-functional and consistent with the
  coordinated internal Agency management structures and
  processes.*

  SSA anticipates continued support and participation in the
  various interagency electronic commerce groups in which it
  is currently participating. As stated in the FY 1998
  accomplishment portion of this report, participation is
  considered vital for the continued exchange of information
  between agencies and for providing input into the direction
  of regulatory/policy changes.

  SSA is represented on the Electronic Commerce Subcommittee
  of the Procurement Executives Council. The work of this
  subcommittee is still in its planning process. Initial
  activities of this subcommittee will involve assessing
  which groups are involved in what activities and assuring
  that the subcommittee establishes contacts with each of the
  EC groups to assist in the development of their individual
  initiatives and to provide the acquisition perspective, as
  it relates to EC, to each of these groups.

- *Steps being taken to achieve uniform implementation throughout the Agency and use or partial use of existing electronic commerce and electronic data interchange systems and infrastructures.*

  It has been recommended that SSA revitalize the Electronic Commerce Steering Committee approach with representation from OAG, OFPO, the Office of Telecommunications and Systems Operations, the Office of Information Management, OB, ITSRS and appropriate program offices. This would assure that all appropriate stakeholders are involved in decisions affecting EC implementation in the Agency and assure uniformity. Initiating organizations would maintain responsibility for their projects and for keeping the ECSC informed of progress in achieving implementation of their initiatives. As all appropriate agency offices would be involved in the development and implementation of EC initiatives, consistency and coordination in planning, investment, implementation and evaluation would be accomplished.

- *Responsible official for coordination of all electronic commerce initiatives across the Agency.*

  The Chief Information Officer is the official designated as responsible for all electronic commerce initiatives across the Agency.